

## Good things are happening at RVH

There are plenty of good news stories at Renfrew Victoria Hospital to celebrate and share with our community. Much of the spotlight over the past year has been directed towards the historic transformation taking place as we expand and renovate to provide the best care possible close to home.

But that doesn't mean we've been sitting back relaxing in other areas. Much work is being invested into education, quality and safety, and leading clinical services to help ensure a strong and sustainable future for health care in Renfrew and the surrounding area.

Behind the scenes, our staff and physicians continue to seek out new opportunities to meet the needs of our community, and new initiatives that will update our practices to the latest standards and improve quality of care and patient outcomes.

"As an organization that is committed to the ongoing delivery of safe, quality care, it goes without saying that RVH is also deeply committed to supporting our staff to do their best work," says Randy Penney, RVH President and CEO. "Our staff and physicians care about our patients and strive to provide the highest level of care possible."

## RVH receives funding to help implement best practices



RVH's team of nurses responded to the RNAO's RFP in late 2014. The RVH proposal team includes Jessica Gilbert, Clinical Manager of the Acute Care Unit; Christene Ferguson, Vice-President of Patient Care Services; Janice Verch-Whittington, Clinical Manager of the Nephrology Program; Charlene Hanniman, Clinical Manager of Complex Continuing Care; Kim Dick, Clinical Manager of Emergency/Ambulatory Care; Jennifer Valiquette, Manager of the Regional Assault Care Program; Rhonda Normandeau, Clinical Manager of the Operating Room/Oncology/CSS; and Kelly Hebert, Infection Control Coordinator (not pictured).

One proven path to enhance nursing excellence is the use of best practices, which are care concepts based on nursing research.

RVH nursing staff is following this path to excellence with funding from the Registered Nurses Association of Ontario (RNAO) to implement five of RNAO's best practices over the next three years.

The funding award is the result of a submission by RVH nursing staff in response to a request for proposals (RFP) from the RNAO's Best Practices Spotlight Organization® (BPSO®) Designation Program. The successful proposal also launches RVH on the road to obtaining BPSO designation.

"We are very pleased to be selected by the RNAO and to represent RVH as a Best Practice Spotlight

Organization. This funding will allow us to implement nursing best practices in all patient care areas," says Jessica Gilbert, Clinical Nurse Manager of the Acute Care Program. "We are very lucky to have a dedicated staff of nurses who value and demonstrate quality patient care already. This funding will assist us in engaging and empowering our nursing staff at the front-line of patient care—where it matters the most."

The RNAO's 50 best practices offer guidance to health care professionals in a variety of areas, from prevention and/or treatment of pressure ulcers, diabetes, hypertension and asthma to pain management and the prevention of falls. The world-renowned BPGs have been implemented at health care institutions across Canada, as well as in other countries, including the United States, Australia and Spain.

Every three years, the RNAO opens a request for proposals (RFP) to organizations to implement and evaluate BPGs as part of the BPSO Designation program. In February 2015, the RVH nursing team received notice that its submission was successful.

"This is really excellent news for RVH and our patients," says Chris Ferguson, Vice-President of Patient Care Services. "I am really pleased that our nursing team put an application forward to apply for this excellent opportunity. The project will play a significant role in improving best practices for our patients."

RVH hopes to achieve BPSO designation with the successful implementation and evaluation of:

- Screening for delirium, dementia and depression in older adults
- Assessment and management of pain

- Patient-centred care
- Women abuse: screening, identification and initial response in the Emergency Department
- Decision Support for Adults Living with Chronic Kidney Disease.

RVH was among many applicants. "RNAO received a tremendous response to this RFP. Your proposal was appraised by a team of reviewers comprised of representatives from BPSOs and the International Affairs & Best Practice Guidelines Program staff," wrote Irmajean Bajnok, Director of the RNAO's International Affairs and Best Practice Guidelines Centre. "Congratulations on becoming an RNAO Best Practice Spotlight Organization. We are proud to partner with you!"